

Committee on Emergency Preparedness

March 5, 2021

The following is a list of initial categories developed and organized by the Committee for further exploration.

Category: Summary Review and Documentation of Entity Performance (“Before”)

- What protocols are in place in event of emergency?
- Timeline for protocol activation and deployment
 - What is the threshold to activate those protocols and who is responsible for making that call to activate?
 - Critical customer protocols
- Performance of the entity and its systems at the onset of the event and during the event
- Conditions for operation – temperature, COVID related precautions, remote workers
- Systems analysis – comparison to other regions/entities, how to prepare based on others’ experience
- Relationship between City and County regarding identifying our most vulnerable residents
- Frequency of emergency plan reviews
- Guide for Citizen Emergency Preparation, for example videos, checklists, etc.

Category: Coordination/Communications (“During”)

- When an entity becomes aware of an event what protocols are triggered for communication?
 - City comms and coordination with other organizations
 - All public entities comms – county, suburban cities
 - Also look at community organizations
- Performance of the entity and its systems at the onset of the event and during the event
- Communications between leadership – not just formal communications, but texts
- What is the communication backup plan when dealing with major power outage and access is limited?
 - Analysis of communication lapses, specifically at crisis point
- Central clearing house for communication
- Immediate customer feedback during event and post-event
- What responses in the feedback were tied to the specific entity and what responses were tied to related entities?
- What information are we getting from outside organizations (i.e ERCOT) and how are we using that information upon receipt?
- Compare winter event procedures to procedures for other emergency events
- How will this be addressed better going forward?

- Resource page as part of report out
- Economic impact
- List of critical customers; circuit cutoffs; who is on emergency grid?

Category: Disaster Outcome/Impact (Damages) (“After”)

- Who lost power? How much? How long?
- Financial damages?
 - Homeowners
 - Notice to public about scammers related to insurance claims, damage repair
 - Utilities
- Health impact – individuals with health concerns (ex. Insulin needs, dialysis appointments) were unable to properly prepare
 - Relationship between City and County regarding identifying our most vulnerable residents
- Shelter
- Damage sustained to systems?
 - What was damaged/went wrong during event?
 - Were any of these damages unexpected?
- What was needed and we did not have to deal with this event?
- What did entities have control over? What did they not?
 - Who were the decision makers and key personnel responding to the circumstances?
- What was the damage to taxpayer assets (COSA)?
 - Insurance coverage?
- Review/Revision of Office of Emergency Management Plan; other entity plans
- Independent Companies aid during recovery; analysis/advice from private sector on recovery operations